Managed Desktop Technologies

Session 611

Managed Desktop Technologies

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Introduction

- Understanding of Apple’s desktop management strategy
- Live demonstration of Apple management products at work

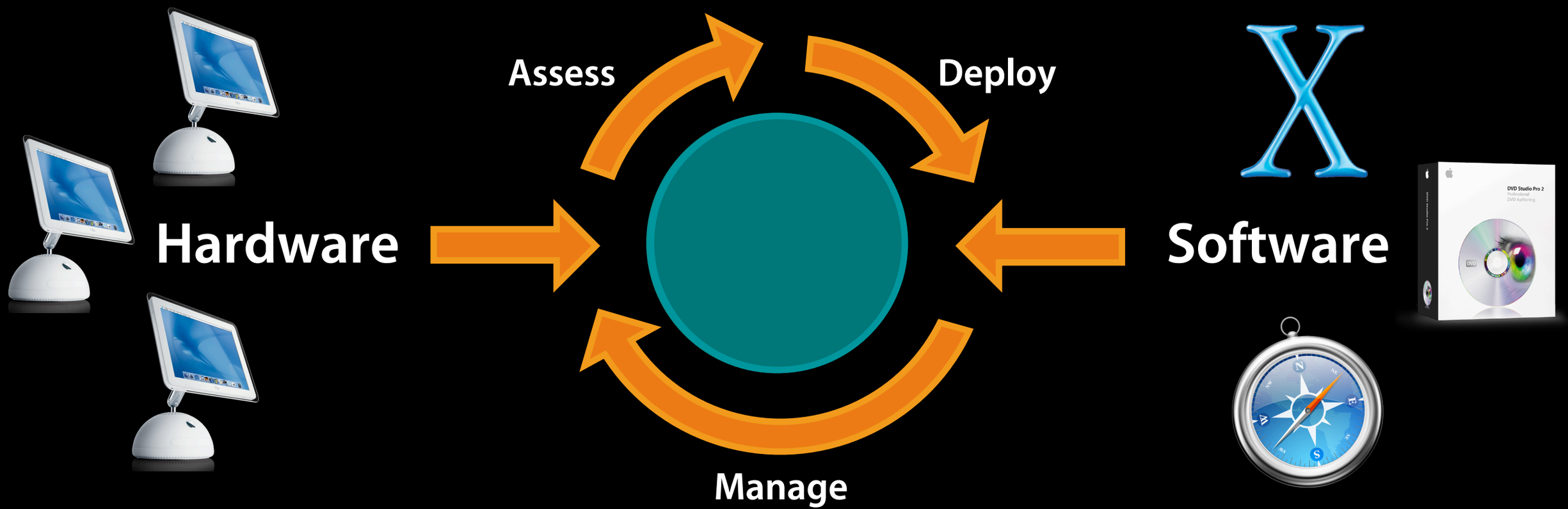
What You'll Learn

- Overview of management products
- Understanding how they can work together
- Demonstrations of new features in Panther Server, Apple Remote Desktop
- Variety of ideas on how to develop management solutions to save you time and money

Before We Begin…

What Is Desktop Management?

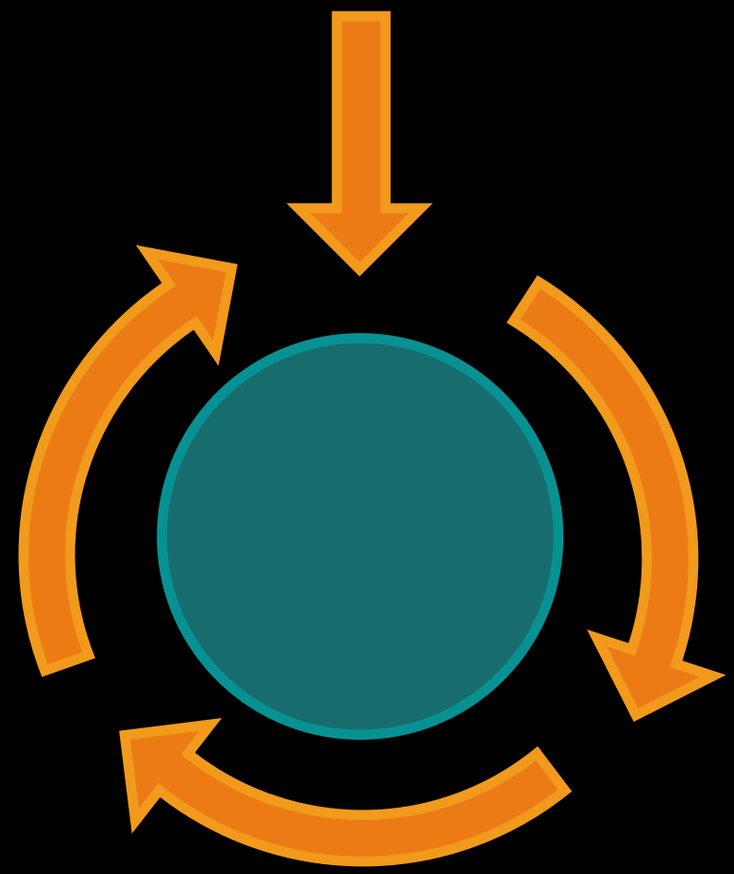
Desktop Management Life Cycle



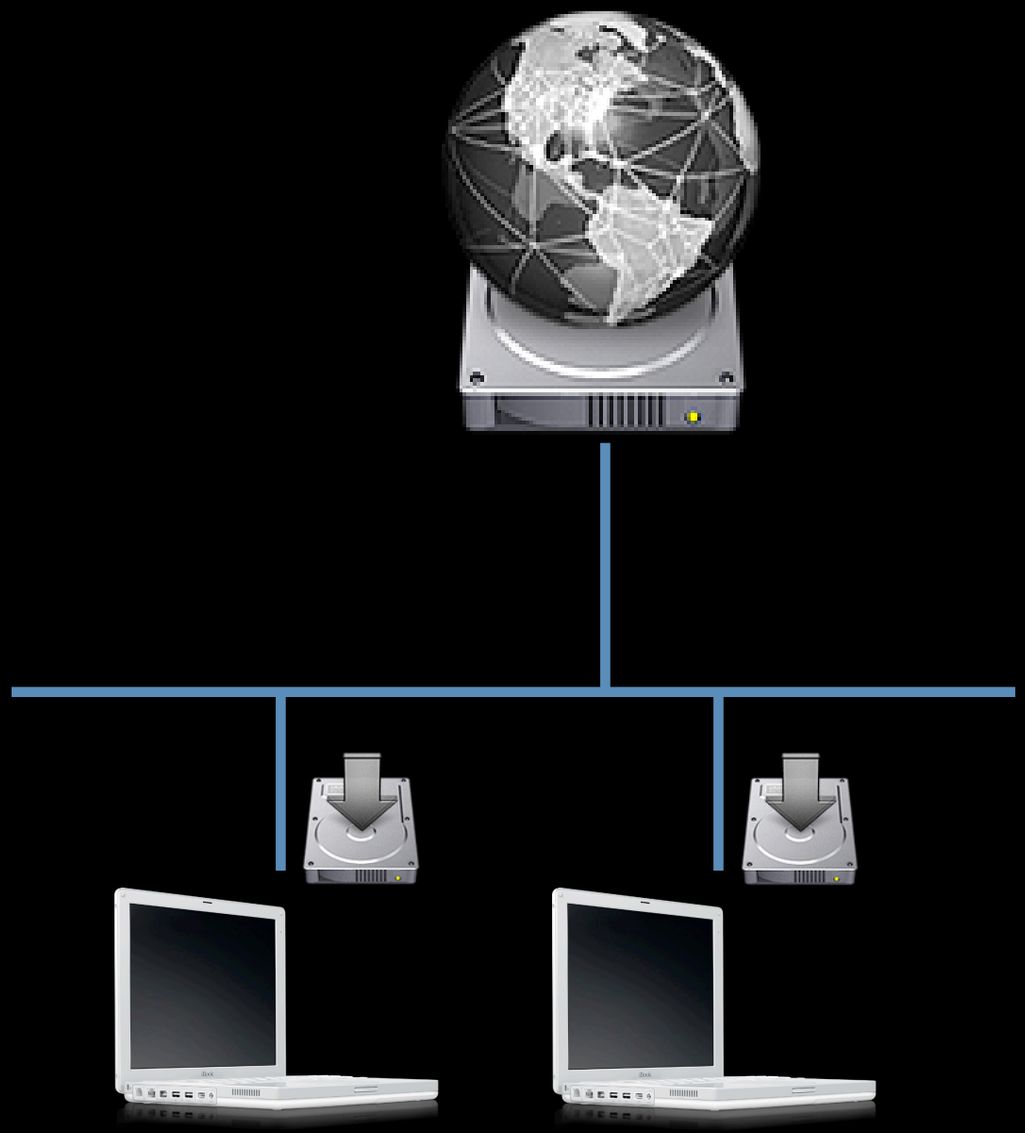
Apple's Goal

Develop an integrated suite of products and technology to simplify and automate desktop management of Apple hardware and software

Desktop Management Life Cycle



NetBoot and Network Installation



NetBoot/NetInstall

What is it?

- Server-based configuration management in two flavors:
  - Network Install: Automatic software installation
  - NetBoot: Centralized boot images

Network Install

Real world examples

- Push network installation of OS and applications
- Full installs or updates for any type of Apple hardware
- Users update at their convenience

NetBoot

Real world examples

- Zero administration client, great for labs
- Host separate boot images for each department
- Deploy network diagnostic and repair utilities

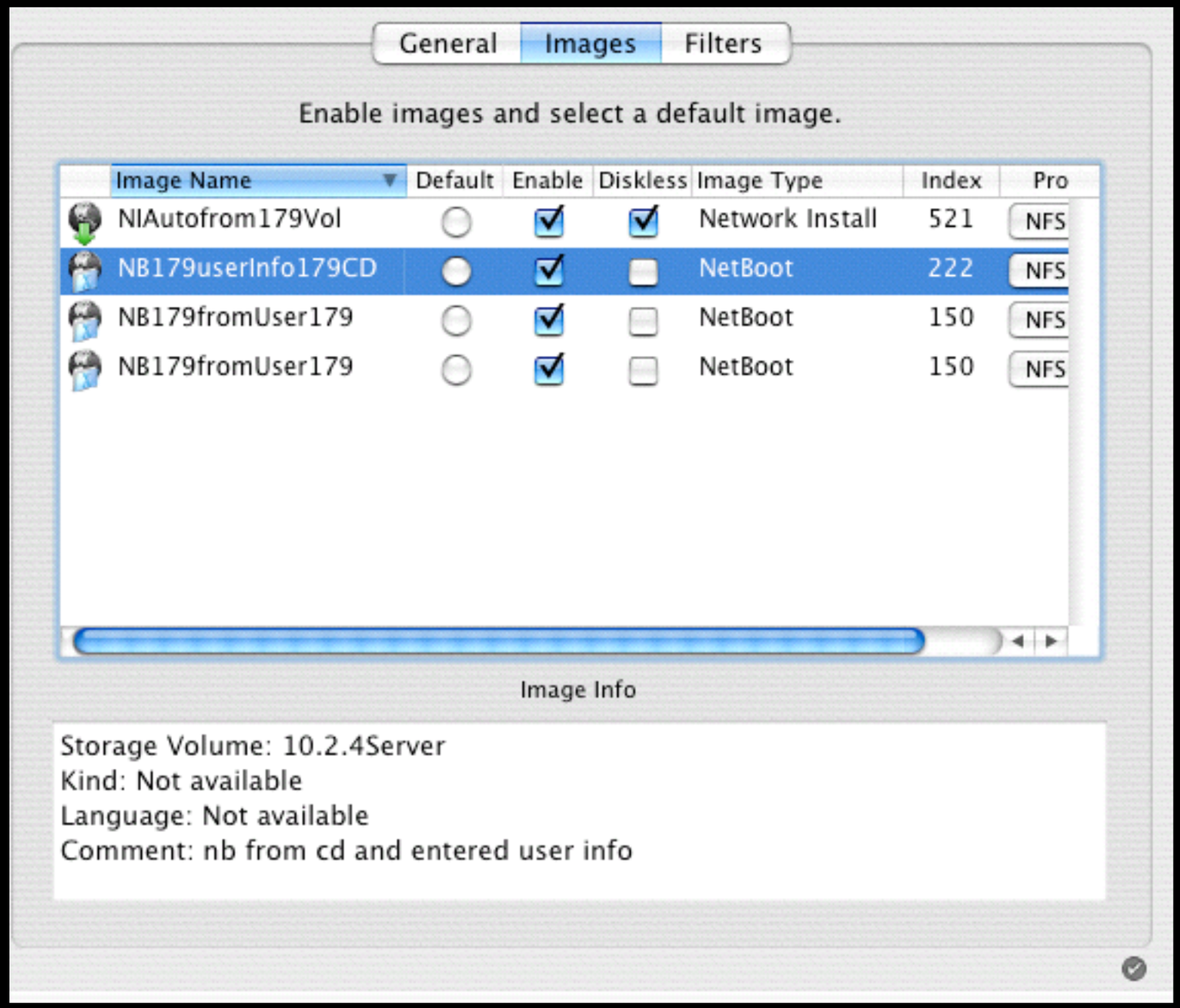
NetBoot and Network Install

Goals for Panther

- Simplify set-up and configuration of NetBoot servers
- Provide robust image management

NetBoot and Network Install

What's new?



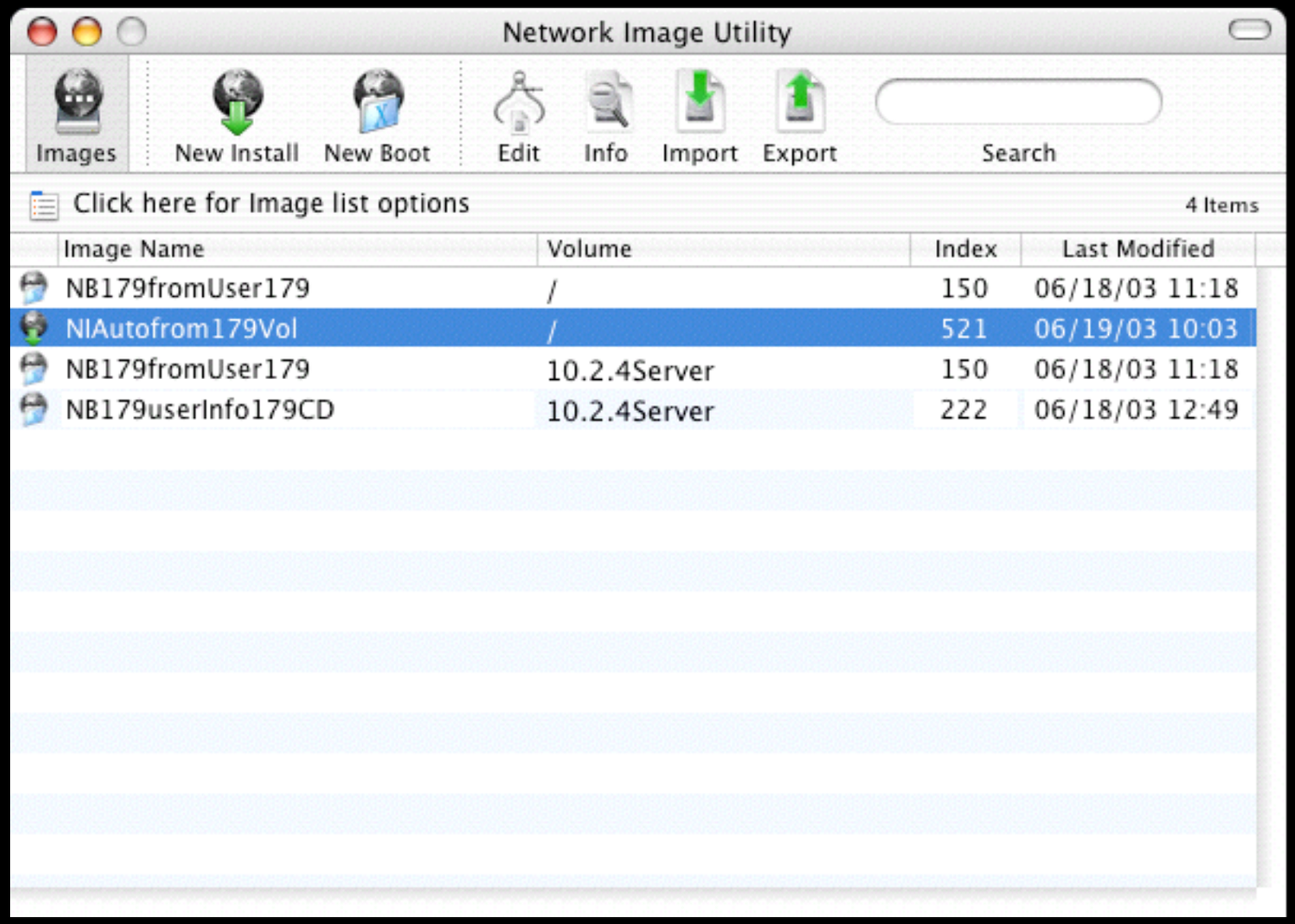
NetBoot and Network Install

NetBoot server administration

- Simplified user interface
- Diskless NetBoot (Diagnostic)
- NetBoot over HTTP

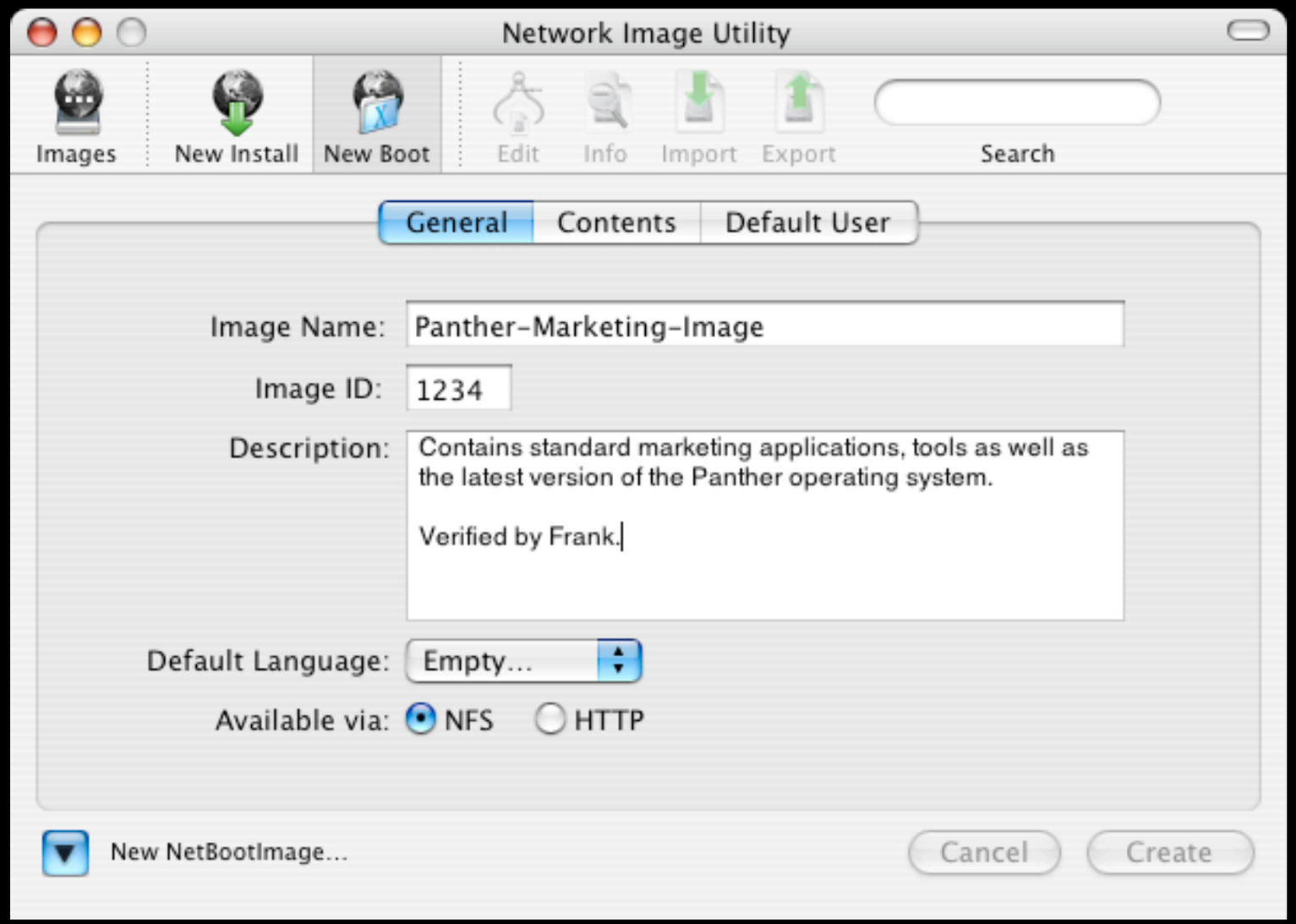
Network Image Utility

What's new?



Network Image Utility

What's new?



NetBoot and Network Install

Network Image Utility

- Totally rewritten in Cocoa
- Walk-thru the creation/management of images
- Clone existing pre-configured volumes as well as CDS and disk images
- Securely import/export images from other machines
- Embed post-installs scripts for additional configuration

Netboot Demo

Managed Desktop for Mac OS X

Managed Desktop for Mac OS X

"The Management Spectrum"

- Each customer has a unique management policy
- From simply managing users and passwords to complete management of the desktop experience

Managed Desktop

- Directory-based management solution built into Mac OS X Panther Server, Panther, and Jaguar
- Define policy and preference management for users, groups, and/or computers
- Designed to support portable hardware

Managed Desktop

Real world examples

- Provide standardized desktop configurations
- Managed system preferences
- Control access to hardware, software, and network resources
- Automatically provide network home directories
- Auto-launch applications at login

Managed Desktop for Mac OS X

Goals for Panther

- Refine the technology released in Jaguar
- Extend management to new system preferences
- Stronger support for portables

Managed Preferences

Application access
Manage which application launch

Classic environment
Simplify Classic setup and startup

Dock items and behavior
Setup default Dock options and display

Energy Saver settings (NEW)
Control system sleep, startup
and shutdown

Managed Preferences

Finder
Control default finder behavior

Internet preferences
Set preferences for email and web

Login items and experience
Define auto-launched applications

Media access and burning
Control access to media

Managed Preferences

Mobile accounts (NEW)
Single accounts for portable

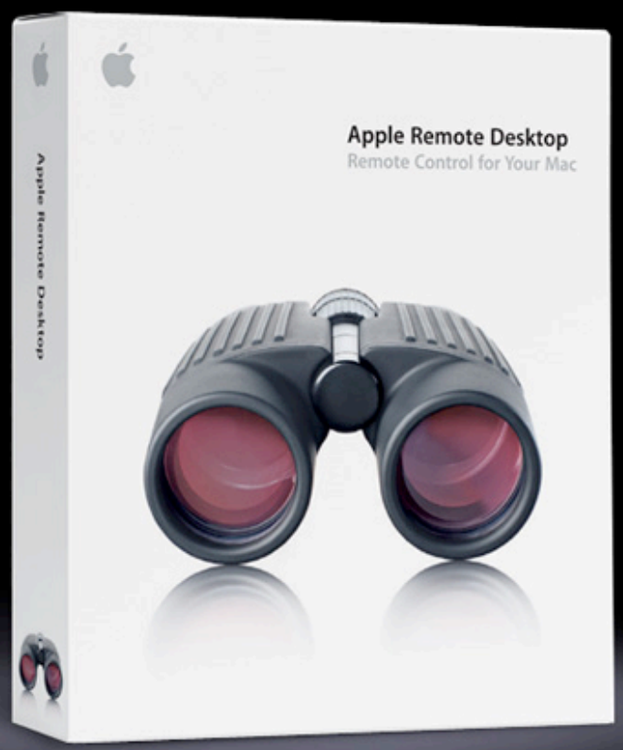
Printer access and quotas
Control printer access and quotas

System Preferences
Manage access to system preferences

Managed Desktop

Demo

Apple Remote Desktop



Apple Remote Desktop

- Active real time desktop management tool
- Single administrator broadcasting to many machines
- Separate product from Panther Server
- Ideal for small to medium sized deployments of Macs

Remote Desktop File Edit Setup Report Manage Interact Server Window Help

System Information Report

Observe Control Share Screen Lock Screen Sleep Wake Up Install Package

Name	Process...	Built-in Memory	TCP/IP Address	Monitor Size	Ethernet Address
ashraf	G3	128.0 MB	192.42.172.24	1024 x 768	00 03 93 93 54 5A
cyrus	G3	128.0 MB	192.42.172.97	1024 x 768	00 03 93 9D 16 70
qtstream	G4	896.0 MB	192.42.172		
reza	G4	512.0 MB	192.42.172		

149 Computers

Last update: Tue, Feb 11, 7:54

Send Text Message

Enter the message to send to the 149 selected computers.

The computer lab will be closing promptly at 7:00 PM!

Cancel Send

Multiple Observe

Name: "reza" Status: "Keynote"

Name: "qtstream" Status: "Server Status"

Name: "AppleWorks 6"

Name: "ashraf " Status: "Safari"

Computer Status

Observe Control Share Screen Lock Screen Sleep Wake Up Install Package Set Network Startup

List: Cardozo HS Lab

Name	Status	User	TCP/IP
reza	"Keynote"	tom	192.42.172.23
qtstream	"Server Status"	sysadmin	192.42.172.150
cyrus	"AppleWorks 6"	eric	192.42.172.97
ashraf	"Safari"	nader	192.42.172.24

149 Computers 4 Selected

Apple Remote Desktop

Real world examples

- System Management
- Remote Assistance
- System Profiling
- Software Distribution

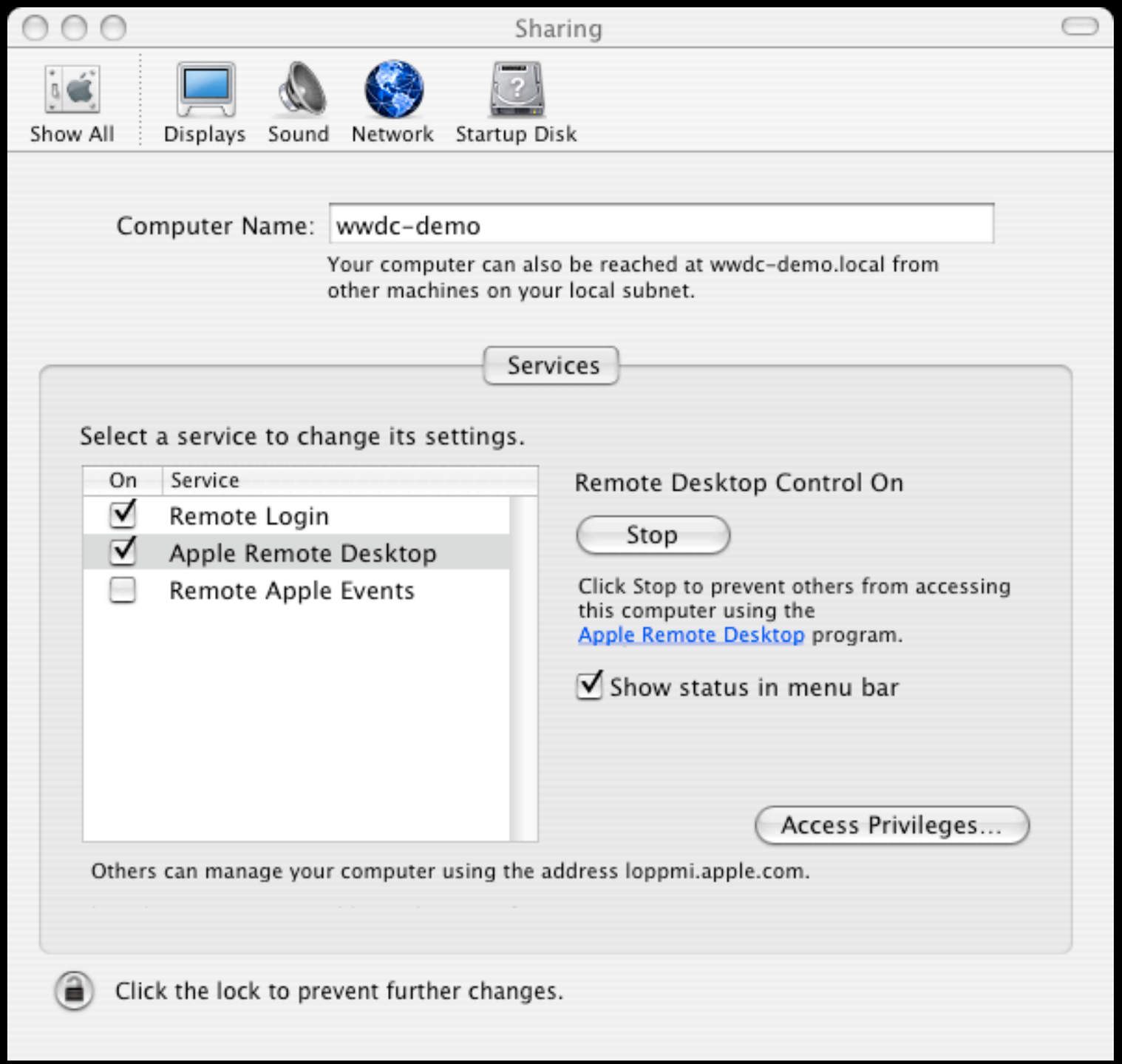
Apple Remote Desktop

What's new?

- Two "releases" this year
  - Apple Remote Desktop 1.2
    - Set network start-up disk
    - Remote software installation
  - Auto-update prior versions

Apple Remote Desktop

Panther friendly



Apple Remote Desktop

Demo

Wrap Up

Apple Desktop Management

Key points

- The best tools and technologies to managed Macs
- Designed for flexibility because everyone has a different management policy
- Built into the Panther and Panther Server

Roadmap

606 Mac OS X Server In Depth	The Marina Tuesday, 3:30pm
610 Directory Services	The Mission Wednesday, 10:30am
618 Building Applications for Managed Network Environments	Pacific Heights Thursday, 9:00am
607 Authentication in Mac OS X Server	Nob Hill Tuesday, 5:00pm

Who to Contact

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http://developer.apple.com/wwdc2003/urls.html

For More Information

Reference Library

Documentation

Feedback via the Web
Server: http//www.apple.com/feedback/server.html

Remote Desktop: http//www.apple.com/feedback/remotedesktop.html

Mac OS X Labs Website
http://macosxlabs.org

Training
http://www.apple.com/training

Discussions
http://discussions.info.apple.com

Q&A

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http://developer.apple.com/wwdc2003/urls.html

WWDC 2003

Worldwide Developers Conference